

Enterprise Incident Report October 2011

As of 11/1/2011

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	High	Low	FCR Total
AGRC	1	8	9
	0	2	2
Customer Company Total	10	82	92

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents			
Bottom Number - Missed Inital Response			
Customer Company	High	Low	MIR Total
AGRC	1	8	9
	0	3	3
Customer Company Total	1	8	9
	0	3	3

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number -Average time in hours		
	High	Low	ATTIR Total
AGRC	1 0.17	8 0.71	9 0.65
Customer Company Total	1 0.17	8 0.71	9 0.65

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - Missed Resolution		
	High	Low	MR Total
AGRC	1	8	9
	0	2	2
Customer Company Total	1	8	9
	0	2	2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Top Number - Total Incidents Bottom Number - Average time in hours		
	High	Low	ATTR Total
AGRC	1 0.22	8 2.48	9 2.20
Customer Company Total	1 0.22	8 2.48	9 2.20

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Detail

INC000000391024	Michael Foulger	Application	None	None		TIR Missed: No	TIR: 0.27
	Network Operations	J. L. Flack	AGRC	Low	Closed	TTR Missed: No	TTR: 0.45
INC000000393535	Matt Peters	None	None	None		TIR Missed: Yes	TIR: 1.20
	Capitol Hosting	Mike Tyrrell	AGRC	Low	Closed	TTR Missed: No	TTR: 1.20
INC000000395059	Matt Peters	PC/Laptop	None	McAfee Firewall		TIR Missed: No	TIR: 0.23
	Network Operations	J. L. Flack	AGRC	Low	Closed	TTR Missed: No	TTR: 0.55
INC000000401250	Scott T Davis	Mobile Devices	Error	iPhone		TIR Missed: Yes	TIR: 1.94
	Help Desk	Vicky Marrelli	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 6.13
INC000000402053	Spencer Jenkins	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR: 0.00
	Help Desk	James Stearns	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000404589	Matt Peters	None	None	None		TIR Missed: Yes	TIR: 2.07
	Technical Lead/Project Manager	Bart Purser	AGRC	Low	Resolved	TTR Missed: Yes	TTR: 9.00
INC000000404629	Scott T Davis	None	None	None		TIR Missed: No	TIR: 0.17
	Capitol Hosting	Mike Tyrrell	AGRC	High	Resolved	TTR Missed: No	TTR: 0.22
INC000000405061	Matt Peters	None	None	None		TIR Missed: No	TIR: 0.00
	Network Operations	Brian Chatwin	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000405065	Matt Peters	None	None	None		TIR Missed: No	TIR: 0.00
	Network Operations	Brian Chatwin	AGRC	Low	Resolved	TTR Missed: No	TTR: 0.00